

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9602	08/02/01	25	The customer was on a long distance call with this agent and the caller stated that the agent disconnected on him. Apologized to the customer and told them that this will be filed and insured him that the problem will be resolved with the agent.	08/08/01	Agent was coached if they encountered a problem that maybe the line disconnected by accident even if it was their fault not to hesitate and write a CA feedback form. That way we will know what happened and how the call ended up disconnecting, and also trained the agent to be more careful while processing calls.
3336D	08/03/01	21	Opr took over call in the middle. She didn't bother to send me an opr ID or tell me that she was a different opr until I gave her the 2nd nbr to dial and told her to bill as before and at that point, it came out. And she was rude about it. I did not appreciate that so I'm making a complaint. I just want to know that the complaint will be filed and appropriate action taken, thank you. CS apologized to caller for the problem she had w/the agent. Assured her the complaint would be filed and appropriate action taken.	08/08/01	Spoke w/agent regarding this complaint and the agent had complete recollection of call. Agent stated when she attempted to log in, computer provided msg that stated the log in was unsuccessful. I informed the agent if that happens she needs to manually type her agent nbr to the caller. She informed me that eventually she was able to log in and send ALT 3 macro to caller. Caller questioned the agent as to why she had not notified her that she was a different agent. As she tried to explain, the voice customer said she was rather rude and said she will contact CS to launch a complaint. Agent offered to transfer the call. Agent coached on importance of professionalism and ways to properly respond when customers' ask questions such as that.
9639	08/04/01	5	Customer said agent hung up w/o allowing her to make another call. Apologized to caller and thanked them for informing me of what transpired.	08/06/01	Spoke w/agent regarding this complaint and she advised me that she would never hang up on a call. She explained that she is well aware of the consequences of disconnecting calls and would never do such a thing. Agent coached on matter.
9666	08/06/01	17	Caller complained that agent was rude when she asked her to confirm her agent nbr. Caller waited for some time and the agent did not respond. She then repeated herself thinking that the agent did not hear her the first time. The agent replied by typing "yes, pls don't yell maam, how are you tonight?"	08/06/01	I informed the caller that her complaint is being documented for follow up. I spoke w/the agent and stressed the fact that agents are not allowed to be rude to customers at anytime. I told her that her statement was considered rude and she apologized for her behavior.

## Complaint Tracking for California

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9668	08/07/01	3	Caller said agent did not follow given instructions.	08/15/01	Agent advised that she is aware of procedure when TTY requests specific person. Once agent dialed nbr, the line was answered by a voice party unfamiliar w/Relay service and she gave explanation and neglected to ask for party requested. Specific guidelines were reviewed w/agent regarding requests for specific people. QA will conduct wkly evaluations in order to ensure agent adheres to procedures.
3361D	08/08/01	29	Customer reports that if she tries to dial 525 nbr thru Relay she gets a fast busy signal. She tried many times w/several different oprs and got same results. She tried dialing the nbr directly w/o Relay and got thru w/o problem. CS apologized to customer for any inconvenience this may have caused her and thanked her for taking the time to make note of the agent ID nbr so we can properly report it to the tech. TT#04107139	08/23/01	Florida tech have contacted the customer to verify the number. Tech and the customer both have reached an agreement that the number is invalid after many attempts to call this number directly.
3357D	08/09/01	3	Caller said agent did not announce the call to ask for specific person. When nbr answered agent just typed (M) hello GA and caller said he is tired of agents not paying attention and following his instructions. Apologized to caller and let him know that the complaint would be sent thru to agent's supe.	08/29/01	Supe spoke w/agent regarding complaint. Agent stated that she did not relay on that day. After researching the agent profile report on the date in question, it was discovered that this agent ID was not utilized at all on 8/9. Perhaps the agent ID # or date is incorrect?
3366D	08/09/01	1	Customer states that CA got an ans mach and when I gave a msg to leave there was along pause and nothing for about 3 mins and then finally the agent started typing again and said, redialing ans mach pls hld. Why did it take so long for agent to answer? CS thanked customer for letting us know and assured them that we would turn in a complaint so that this could be investigated further.	08/10/01	When agent was spoken to, agent stated that they did send right after the GA and took maybe less than a min to respond back to caller after sending - once they pressed CTRL. A customer was typing hello GA, but agent stated that they did not take that long to respond to the caller like the customer states. Explained to agent that they should never leave a customer waiting for any amount of time and if they are experiencing problems processing a call, they should request for a supe and keep customer informed as to what is going on w/their call.

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3367D	08/09/01	3	Customer states that CA typed wrong ans mach msg when calling his friend. Agent typed msg to some company instead of friend's nbr. Agent did not let me know what the nbr was that he did dial, he just typed dialing local nbr. CS thanked customer for letting us know and assured him that we would pass the info on to the supe so issue could be investigated further.	08/14/01	Agent addressed regarding customer issues as stated in complaint. Agent advised that he had dialed nbr as specified by customer and pressed complete key. At that time he saw the macro "dialing local nbr" go across screen to customer. Agent was under assumption that he had in fact dialed correct nbr as requested. QA dept advised agent that state of CA is equipped w/macro that verified the nbr being dialed for customer. It is always a good idea to verify the call to nbr in order to avoid possible discrepancies. Agent was also advised that in future, he should contact a supe/tech in order to troubleshoot issues related to software. QA will conduct follow up evaluations in order to ensure agent adhering to online protocol.
9620	08/11/01	3	Agent was very rude. Agent 4150F was relieved from my call by agent 4462F to continue the call. Agent was asked to dial 800 DA. Agent dialed another nbr instead. Then agent transferred to OSD. Customer asked why did agent transfer her call and requested to be transferred back to Relay opr to complete her call. Apologized for inconvenience caused by agent. Advised will forward complaint to appropriate ctr where agent is located.	08/11/01	Coached CA to make sure to follow the customer's request. CA not sure how to use 800 DA. She transferred to CS. She was not rude.
9620	08/11/01	4			
9620	08/11/01	17			
3398D	08/16/01	5	Customer made one call w/agent successfully. He needed to make couple more calls, but at the end, the agent disconnected him. He stayed on line and was saying hello, but didn't get any response and had to hang up and dial back to report this. CS apologized to customer and told him I would document his complaint right away to forward to the call ctr where agent is located for coaching w/supe, then transferred him back to CA Relay so he could continue w/his calls.	08/23/01	Spoke with the agent and coached them on waiting for SKSK from the customer for proper disconnecting.

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9676	08/16/01	11	Agent did not respond when VCO user typed "VCO GA" agent only sent nbr u r calling to pls: Then VCO customer typed pls get me a sup agent continued to send NBR U R CALLING TO PLS. Apologized to the customer, and assured customer that the agent would be addressed regarding this complaint. Customer requested that someone call him back to follow up on this incident.	08/16/01	Sup reviewed VCO process immediately upon completion of call. Agent has recently completed the training process and became confused. Agent demonstrated proper handling of both branded and non branded VCO calls. The agent was paired with a veteran agent for the remainder of their shift to ensure agent is comfortable handling vco calls. Sup will follow up with agent's progress.
3408D	08/17/01	3	Caller said that agent did not wait to dial nbr before caller was finished speaking. He said he was giving instructions to agent as to who to ask for etc and agent did not wait to hear that. CS apologized that he encountered this problem w/agent and assured him the issue would be addressed w/agent by supe.	08/24/01	Spoke w/agent regarding complaint. She stated that when the call came in the VCO user started giving her instructions. After the customer stopped speaking, she typed to the customer that she did not get all of the instructions and would have to write them down. Customer then hung up. Informed agent she should <b>have asked customer to repeat instructions or type instructions since there were several requests.</b> Agent <b>will be monitored to make sure she is understanding and following customer's instructions.</b>
3410D	08/17/01	3	Customer called in to say he had an agent that did not follow his instructions. Customer wants follow up on agent resolution. CS apologized for inconvenience and frustration.	08/29/01	<b>At the time complaint was made on agent, it was agent's first wk on the floor. Spoke w/agent &amp; had agent explain procedure for processing an ans mach call and agent was able to take me through all of the steps on how to process call. Coached agent on following customer requests. Agent will go through refresher on processing answering machine calls, and training dept will evaluate agent.</b>
3409D	08/17/01	3	Agent did not follow customer instructions.	08/31/01	Spoke w/agent & she stated that she did not remember the call. Reviewed customer notes procedures w/agent. Agent could demonstrate how to respond to CDB notes, i.e. when they appear. Reminded agent to always follow the customer's notes before processing calls. Will follow up w/QA scans and evaluations.
7225	08/17/01	7	Agent inexperienced. When I would speak and she had to type, she would go back as opposed to giving few words.	08/17/01	Apologized to customer. Coached agent on pacing skills.



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9558	08/17/01	9	TTY user said "I said to the dr, will dr be able to treat w/neruoma pain". Dr did not understand what agent said and asked over and over again. Agent said can the dr treat oma. Dr did not understand the TTY user, hung up and got another opr. Agent 9211 threatened to disconnect line while TTY user asked agent what their name was. TTY user got another agent to call dr. Dr's office said hello & agent would not speak. Dr's office hung up. TTY user then wanted to know agent's name, then threatened to hang up the line. TTY user called back and I answered the request. It was the same caller so I asked June to take over call because they had just hung up on me while I was handling the complaint.	08/30/01	Spoke w/both agents regarding complaint. Agents did not remember this call, however, both agents were coached on relaying verbatim. Agents have been closely monitored following this complaint and have demonstrated that they are able to relay verbatim, and follow call procedures. These agents will continue to be monitored.
3411D	08/18/01	26	VCO caller reports that she didn't receive greeting from agent.	08/28/01	Complaint stated that customer was experiencing technical difficulties and has experienced technical difficulties before. The contact states that the customer will contact CA Equipment.
3417D	08/20/01	5	VCO Customer Comments: I just received an incoming call and when I answered, opr immediately sent TTY tones and didn't ask me if TTY user was available. She just said one moment pls, then sent typing w/out announcing the call. I said hello, hello and then she disconnected. She did not do what she was supposed to do - she did not ask for the TTY user. CS thanked customer for taking time to call in and apologized for the disconnect.	08/21/01	Spoke w/agent - she stated that the call was voice to TTY. She dialed the nbr, it was answered by voice. Agent announced the call and asked if a TTY user was available. OB only responded w/hello, hello. After several attempts, she sent the Alt 5 macro and Ctrl 0. That's when the agent noticed the OB notes said VCO user. The IB voice customer instructed agent to hang up and redial. Agent followed IB instructions. The phone was answered by a female voice. Agent announced call asking for TTY user. The call was completed. After speaking to agent about paying attention to CDB notes (IB & OB), agent was able to demonstrate proper call sequence.
10606	08/20/01	21	Customer left msg re: issue opr such as 9502F disclose the nature of the tones. Opr declined to give reply saying that she didn't have the info so she asked the supe. Supe responded to this question and said opr make it out as she said the tone was not obvious so regardless how it came out she should be explicit. Oprs are not allowed to give responses after calls being hung up. Does not make sense since the party should not be burdened to be on hold when I ask the opr for nature of tone.	09/04/01	AM sent fax to customer to let her know AM got her TTY msg and am working on issue involving the training ctr in regards to the policy issue.

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9707	08/23/01	3	Agent did not follow customer's instructions if ans mach picked up, to leave a msg right then & there. Agent did not type GA when OB customer would speak, causing confusion for the VCO user and the OB. Apologized & stated this would be followed up.	08/27/01	Spoke w/agent and she stated that the VCO user requested that she typed "beep" if ans mach picked up. She did not know that she had to also type GA for the VCO to voice the msg. After they attempted the call for the 2nd time, the msg was left and the call completed. Agent felt comfortable w/call and thought she was following customer's request. Agent will be followed up w/QA scans and evaluation w/TD.
9707	08/23/01	5			
1552	08/24/01	21	Voice customer concerned that agents at CRS and OR Relay were mispronouncing the City of "Yuka" pronounced "Why-vee-Ka" and not Eureka, which is also a city located in CA.	08/24/01	I told customer I would take down all info and would forward info to appropriate ctrs.
9483	08/24/01	16	Customer gave CA 2 nbrs to dial. The nbr was dialed - I happened to look at the screen and noticed Alt 5 was not sent. I informed agent to press Alt 5. Agent accidentally pressed F5. She thought the TTY user was still on the line. She pressed Alt M to mute the mic and held it too long, which turned mute off. She laughed nervously on the line, while I attempted to coach her on procedures, and the voice person heard everything. I did explained to the voice customer what had happened. I told the voice customer that I was assisting the opr on the call and telling agent how to set up call and that the line was disconnected accidentally. The opr did call back and processed call properly.	08/24/01	Coached agent on proper procedures and about toggle keys. QA will follow up on agent w/scans and evaluations.
3451D	08/26/01	9	Customer placed a call to East Bay Paratransit thru CA Relay agent 9073M and reached a recording. The agent only typed "recording" but did not type out what the recording said. Customer says he has been having this happen a lot where agents just type "recording..hlding" or "recording..waiting for person to answer" etc. Customer has no special notes instructing the agents not to type out recordings. CS thanked customer for calling and apologized.	09/24/01	Employee is no longer employed.
3451D	08/26/01	15			
3451D	08/26/01	16			

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3453D	08/27/01	2	TTY user reports that Relay opr continually ask him for his COC. This has happened several times in past mth. COC info in database is Sprint and should automatically be processed as Sprint. After caller hung up, agent was still on line and CS inquired about COC info and agent advised the CDB notes did not indicate COC. CS advised Sprint is COC in COC section and no need to list in CDB note. Customer requests contact from supe regarding this problem and why it occurred.	08/31/01	Coached agent on proper procedures to follow when processing LD calls and pointing out as well that a customer's request are always honored. Also informed agent if any problems come up that don't allow agent to process call to request for supe assist. Will meet w/training on setting up refresher.
3464D	08/28/01	3	TTY reports that agent misdiald the nbr she/he typed. CS apologized for the problem.	08/28/01	Followed up w/agent on 9/28 and agent was coached regarding checking nbr before dialing.
4370	08/28/01	3	CA gave out customer's nbr to OB person w/o asking for permission. When customer informed CA that the nbr was unlisted, CA replied that customer should have given better instruction. Customer didn't have a chance to do so. Apologized to customer for any inconvenience it may have caused & would have appropriate supe to coach CA. Suggested customer have info about UL nbr on CDB notes.	08/30/01	Spoke w/agent concerning complaint, he expressed that he would not give out a customer's telephone info. Agent was coached on proper procedures to follow customer instruction and to never give out personal info about caller w/o their permission. Spoke w/tech to inquire about caller ID transmission, but he was unable to test w/o phone nbr. Will continue to monitor agent w/QA scans.
4370	08/28/01	17			
9698	08/29/01	17	Caller stated that the agent was being smart and voice customer said agent was rude and snappy when he asked agent to read him what he had said. Caller & her party requested for another agent to continue call.	08/29/01	I apologized to caller and asked both parties to explain what they meant by the agent being rude. Then I got another agent to continue the call. I spoke w/agent and read what was typed and found out that the voice party was trying to involve the agent in conversation, and agent just typed msg verbatim. Agent followed proper procedure and also filled out a CA feedback form regarding this incident.
9711	08/30/01	21	Customer was using Spanish Relay. Complaint was that every time she called the service they would transfer her to CS w/o asking. Then she said she was being charged for the use of the service. I assured her that I would file a complaint about agents transferring her to CS.	09/14/01	Spoke w/Trainer, Louis Pedroza regarding complaint. The TD will post an update for the Spanish oprs regarding CS procedures. Ctr was in process of disseminating procedures for Puerto Rico & Spanish programs. Initial test calls were transferred to CS. Problem resolved.



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9486	08/30/01	35	Caller gave agent 2 nbrs to call. Agent dialed nbr and reached ans mach. Agent typed msg on ans mach then "beep" (f) (ans mach) GA. Caller then typed "you type last word say Q". Agent did not understand if caller wanted her to type the last word from the ans mach or if the caller was asking her if she did type the last word. Agent asked for clarity. Customer started to tell agent that she is "threatening to waste your time". Caller grew more irate when I assisted and called me an asshole.	08/30/01	Thanked customer for coment and disconnected call.
3475D	08/31/01	4	Agent never gave GA, customer did not know if the person they called hung up or get her msg. CS thanked customer for calling in and let her know that I would write up the complaint and forward it on the proper ctr.	09/06/01	Addressed agent regarding this complaint. Agent states that she remembers this call because she did type the OB user's vague responses, but the TTY user thought it was the CA's responses. The OB was not paying attention when the CA read the text, nor did she respond when the opr asked for the GA. Agent did type verbatim, however, did not inform the TTY user when the OB was not responding. The agent was coached regarding keeping the customer informed of all activity that transpires during call processing.
3480D	08/31/01	11	Customer asks for experienced agents to make her business calls because she feels there are too many new agents that cannot process calls. CS empathized w/her frustration and stated her concern would be passed on to the AM.	08/24/01	AM attempted to contact customer several times and left messages. Customer never contacted AM back.
3479D	08/31/01	8	Customer sent fax regarding dissatisfaction w/agent being unprofessional and conveying w/voice that they would rather be doing something else than relay call.	09/06/01	Supr coached agent on maintaining professional phone image. Also advised agent to use the mute feature when yawning, sneezing or coughing. Agent states that he understands. Agent will be monitored to make sure procedure is being followed.
3458D	08/31/01	26	Caller having garbling problems. TT#04196436 generated. Apologized to customer for problem and informed her that TT opened for tech to check into problem.	10/24/01	Called on 10/24 and spoke with customer via Relay TTY to VCO. Customer saw an improvement since she reported it. Told her to feel free to report if it happens again. Nice Customer!
6607	08/31/01	21	Customer said agent placed call from North CA to South CA and person he was calling transferred him, but agent acutally transferred him to Sprint CS.	08/31/01	Reviewed proper call procedure w/agent and encouraged agent to ask when in doubt w/supe.



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9715	09/01/01	3	Caller tried to call nbr and said CA used profanity. TTY user said they gave the nbr over and over again and the caller kept typing the nbr you're calling to please.	09/06/01	Agent was addressed regarding call and he was informed that profanity will not be tolerated at all, and if there is a problem w/a call or a customer - please ask for supe assistance. Agent will be closely monitored by QA to make sure professionalism is maintained during call processing.
6520	09/03/01	35	Customer came on TTY line and called the agent a mother f--- & told then to dial a Sprint opr. Supe came on line and asked that the customer refrain from verbally abusing agent. Customer began to verbally abuse supe and again supe asked customer to refrain from abusive language. Supe then dialed nbr for customer & when OB came on, TTY hung up.	09/03/01	No further resolution required.
9719	09/04/01	17	Customer stated that agent threatened to hang up. Thanked the caller and explained that the agent would be spoken to and that their complaint would be filed.	09/06/01	Agent states that she does not remember this call and would never hang up or threaten a customer. Agent was coached, if in doubt, on how to handle a call to immediately ask for a sup assistance. If the sup determines that a hang up is in order then the sup will follow proper hang up procedures.
9979	09/04/01	21	Caller stated that agent lied to them by repeating that the line was busy. Stated they waited over 2 mins while the agent said the line was busy. Caller stated that they had called customer billing dept and that the billing dept had removed overcharges for busy LD calls.	09/04/01	Explained to caller that a complaint was filed. Advised caller that there would be no reason to remove LD charges for any LD calls that were busy because busy calls are not billed.
6530	09/05/01	1	Caller upset because agent did not respond for 32 mins. Caller stayed on for 45 mins and then hung up. Apologized and assured caller that I would forward complaint to supe.	09/06/01	Addressed agent regarding complaint. Agent states that the OB placed the customer on hold, agent sent holding macro and customer asked the agent not to use the holding macro. The agent says they were on hold for approximately 33 mins. The customer typed "I have been on hold for 32 mins that is not very professional" and then hung up. Agent followed customer's instructions as requested. Customer may have misconstrued the hold time as being an action of agent's?

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3005E	09/06/01	9	Customer placed a CA Relay call through CA 9419M to East Bay Paratransit. Agent dialed the nbr and typed (recording playing pressing 3 hid) instead of typing entire recording. Agent then dialed to Fremont Hearing Services and also typed (recording playing) but did not type out the entire recording. Customer likes to get the entire recordings and greetings. There is nothing in his notes indicating he did not want the entire msg typed. Customer called back a few mins later and said another agent did the same thing but he did not have agent ID nbr. Thanked customer for calling and apologized.	09/06/01	Spoke w/agent regarding complaint and agent states that he did not type the recording on 1st call because the customer asked him to press option nbr 3 for CS. Agent also states that he didn't type the recording on 2nd call because the customer requested to speak w/a specific person. Agent followed customer's instructions & all procedures. If customer asks agent to request a specific person or press an option, the agent is not required to type the recording.
3005E	09/06/01	15			
3639	09/07/01	4	Agent 9548F & 9331 were changing agents and agent 9331 just left me hanging. Apologized to customer.	09/14/01	Spoke w/agents and they stated they were switching and there was a long pause. They were coached on the procedure and how to do so w/o long pauses or interfering w/call process. Both will be monitored by QA Dept to make sure they are following proper procedures.
3022E	09/08/01	7	Customer says agent typed nbr from DA incorrectly & customer was charged to redial to DA to get nbr again. Also, typing was sloppy & opr did not apologize. Thanked caller for letting us know.	09/14/01	Agent was addressed regarding complaint and agent stated that when they placed the call each time the recording was not clear, agent repeatedly offered to redial, but customer refused. Retrained agent on proper procedures to follow when dialling DA and making sure the customer is always in control of call. Will follow up w/QA scans & training.
3026E	09/08/01	4	Customer says agent did not type ans mach, just typed ans mach ga. Customer did not want to leave a msg or leave his voice on mach at all so he did not respond to agent and waited for agent to indicate that the mach had hung up. Agent kept typing ans mach ga, customer could not tell if the mach off or not. Then agent transferred customer to CS w/o notice. When customer connected to CS, he was totally confused and did not know why he was talking to CS. CS apologized to customer for agent error and suggest he try his call again and transferred him back to CA Relay.	09/14/01	Spoke w/agent & reviewed proper procedures for ans mach. Agent will be scheduled for refresher on ans mach procedures & will follow up w/wkly evaluations & retraining.
3026E	09/08/01	18			

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3024E	09/09/01	4	Customer placed a Relay call to East Bay Paratransit thru agent 9900M. The agent dialed nbr and typed "Thank you for calling E. Bay Paratransit CS line (recording playing)". Customer wants the entire recording typed to him. He is upset that the agent just typed (recording playing). CS thanked customer for calling and told him would pass complaint to agent's supe. Customer then requested transfer to agent who would type entire recording. Transfer completed.	09/20/01	Spoke w/agent & he stated that he followed the customer's request. The customer requested CS, the agent informed the customer that he had reached the business requested, sent (recording playing) macro then (holding) macro and listened for the CS option. Agent followed procedure. If a customer requests a particular person, extension or dept - the agent is not required to type recording. If the customer would like to hear the recording, he must inform agent of this.
3024E	09/09/01	15			
9508	09/09/01	5	Customer states that agent threatened him or her. Agent failed to respond to customer & agent hung up on voice party.	09/14/01	Spoke w/agent, she stated that it was a voice to TTY call. At the end of call, the voice person hung up. The TTY user wanted to place a call. The agent attempted to type back to the TTY user that she was unable to process her call because the voice person initiated the call, but the OB line disconnected.
9508	09/09/01	17			
10610	09/10/01	29	Customer had difficulty getting through to an 800 nbr. (complaint received via email to AM)	09/20/01	AM was not yet able to receive further info such as nbr calling from or when this happened, etc. She suggests that we try calling that nbr from our Sprint office and see if it goes through. I responded and thanked her for letting me know. Explained that this may be an agent's training issue and next time try to secure an agent ID nbr along w/date & time of occurrence. That would allow for further investigation to determine whether training or technical issue. Customer offered email address & will remember to do what AM suggested next time.
9546	09/10/01	3	Customer complained on agents. Demanded to speak to supe. I took call to find that this customer calls often and accuses the agents of lying, threatening, not typing verbatim, and charging them for LD calls. Apologized to customer.	09/10/01	This customer repeatedly calls w/same accusations against agents & supe. Complaints have been turned over to L. Pedroza to track complaints and make contact w/customer. Spoke w/AM regarding issue. AM will contact customer and is aware of his contacts w/CS.



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9506	09/10/01	3	TTY user called the Relay to report agents, expressing feeling threatened and that agents were not typing verbatim or following instructions. Customer also stated that she feels as if agents were lying when they said the line was busy or no answer. I apologized to the TTY user and assured her that she should not feel threatened and that I was sure the agents had not lied to her but that we would look into it.	09/10/01	Apologized to TTY user and assured her that she should not feel threatened and that I was sure the agents had not lied to her. The TTY user did not believe me, got angry and disconnected. Agents were not present at that time and 2 were not active nbrs. The 2 agents we spoke to (CS) did not remember any type of call where the customer did not think they were typing verbatim.
3641	09/13/01	3	Caller said that he was talking to his girlfriend and asked opr to hld. Girlfriend claims that she was not advised of the hold and continued to type. When he returned, asked opr if she had told girlfriend about hold and opr said tht he did not ask her to do so. He said yes he did and opr responded with oh yeah is that right? and then "f--- you" and hung up.	10/19/01	CA remotely recalls this call. According to the CA thought he ahs mentioned something and CA continued to type what she though she heard and continued to relay tty conversation. CA didn't hear her coming back on line and comments made by the voice person were typed to the tty user. The OB tty has disconnected the call which was informed to the voice person. CA swears that she did not use such language and did not disconnect on the customer.
3051E	09/15/01	3	Customer came in to Relay CS saying "pls dial the nbr above". CS let them know they were connected to CS and was told that "I just called the CA but they transferred me to this line w/o my request " by CA 9359F. Customer had asked them to dial DA and ask DA for required info & was transferred to CS. CS thanked customer for calling in and let her know that this would be written up and forwarded to proper ctr.	09/27/01	Agent was addressed regarding complaint and agent states thatshe does not remember the call, and wouldn't transfer a customer unless they requested it. Informed the agent that if she transfers someone by accident or is not sure of the customer's request, call a supe to help w/the call, and fill out a CA feedback from. Will follow up w/QA scans & evaluations.
3051E	09/15/01	4			
3059E	09/17/01	17	"I made a phone call thru Relay & opr said person was rude, so I had my mom (who is hearing) call the place to talk w/a mgr. The mgr said she couldn't understand what the opr said so then the Relay opr yelled at her and became rude to her. The opr never said she was calling on behalf of a deaf person so the person who I was talking to was confused." CS thanked customer for calling in and let her know that a complaint would be written up and forwarded to proper ctr. CS also apologized for agent being rude to mgr.	09/19/01	Addressed agent concerning complaint and agent stated that the OB person's reception to call was not very good because she explained Relay twice and person said they understood, but were very impatient and spoke too fast and unclear and did not wait for TTY user's response. Agent also stated she was not rude to the OB and the OB did not allow TTY user to reach their party and was not patient w/the Relay call.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4389	09/17/01	21	Customer complained that CA didn't hang up immediately after customer typed GA. Customer was concerned about the LD charge on the bill.	09/17/01	I explained to customer that CA did right procedure by notifying OB that the caller was ready to hang up before the line got disconnected. I shared the info w/customer that as the caller says SK, CA will relay to OB & it may take a few seconds before OB will hang up and then CA would relay back to the caller. The charge for LD will be either if the IB or OB hang up first.
3066E	09/18/01	29	VCO customer complained that Relay agent could not hear him speak & has been having this problem recently. He said he only gets 1 in 7 calls that the agent can hear him. CS apologized to customer for problem and informed him a TT#04266451 would be opened. 4 test calls were performed and the FL agent could not hear customer but did see database & branding info. The other 3 were w/SD agents and they could hear him on the calls. Suspect problem w/FL ctr.	09/25/01	AM attempted to contact customer on 9/19 - no ans and on 9/25 reached customer via Relay. Customer said CS & tech have been helpful. He has trouble w/incoming calls and agents not able to hear him. AM replied she would get in touch w/tech. AM called tech who had already been in contact w/customer and had made test calls on 9/18, 9/19 & 9/21 and the tech was able to hear him and he was able to read the text. Will continue to test to be sure it does not happen in near future. AM faxed customer her nbr in case he needed assistance.
1582	09/18/01	8	Opr did not speak clear English. Voice party could not understand. When customer asked agent some questions regarding whether agent speaks English, do they have heavy accent & what was opr's nbr, opr did not answer. Felt policy should allow opr to answer all questions.	09/18/01	Thanked customer for her comments & assured her that her concerns would be addressed w/CA. Explained customer was correct, the agent should give ID at any time, but also explained that since Relay was still connected, the CA could not answer other questions. (We had allowed an agent change in middle of call) Assured her that her concerns regarding policy & hiring procedures would be forwarded to Sprint & the CA Relay AM.
9621	09/18/01	5	TTY customer said agent hung up on me when I gave the toll free nbr to call. Apologized to customer and let her know that the complaint would be forwarded to QA Dept.	09/24/01	Agent did not remember this particular call, however agent was coached on the proper procedures of disconnecting a call. Agent should never disconnect a call, should call a supe if there is no response from customer & the supe will handle the situation. The agent will be closely monitored by the QA Dept to make sure he is following procedures.

# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10608	09/19/01	24	Customer left email stating there is still a problem connecting w/Sprint Relay via ASCII line.	11/08/01	AM responded asking several questions in order to try to further investigate issue. What was provided on email was insufficient to be able to solve issue. AM had contacted customer and provided settings to connect via ASCII line. AM, P. Gallant, will also help customer and try to solve issue w/more info - if provided by customer. (per C. Bella)
9983	09/19/01	21	Caller stated that agents do not give enough time for senior citizens to get the nbrs they wish to call.	09/19/01	Supr coached agent on using alternate methods to assist customers that need extra time. Agent will be evaluated on a wky basis by the QA Dept to ensure that the agent is remaining professional and patient w/all customers. Agent will also have follow up training on phone etiquette. Supr offered to add a note to CDB notes informing agents that caller types very slowly, at which time customer became upset w/that comment.
10606	09/20/01	21	Customer left msg in regards to issue that oprs such as 9502F disclose the nature of the tones. This opr declined to give reply saying that she didn't have the info so she asked the supr. Supr responded to question and said opr make it out as she said the tone was not obvious so regardless how it came out she should be explicit. Oprs are not allowed to give responses after calls have been hung up. It does not make sense since the party should not be burdened to be on hold while I ask the opr for the nature of the tones. Customer requested reply be faxed.	09/27/01	Spoke w/agent regarding complaint and agent states that a customer asked her if the OB sounded sincere. Agent responded that she did not have that info because she couldn't tell if the person sounded sincere or not, she then called for supr assistance. Agent followed procedures. Agents are not able to decipher sincerity from a person's voice tone.
3077E	09/21/01	17	Customer felt that agent was rude and impatient. CS apologized to customer explaining that agent's are trained to be courteous to all customers. Informed him that the agent's supr would be informed and agent would be coached. CS also explained that agents are trained to not engage in conversation w/callers and that when an agent does not respond it is due to the fact they are not a part of conversation and sometimes that is looked at as rude.	09/25/01	Spoke to agent regarding this complaint; agent stated that at no time was she rude to the customer. Agent says she called a supervisor after the call was completed bec the customer began to complain during the call. Informed the agent that if a customer begins to complain during a call it maybe helpful to request a supervisor's assistance before the call is completed. The supervisor will be able to review the call to see if proper procedures were followed. Also coached the agent on voice tone, following customer instruction and relaying verbatim.



Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3082E	09/22/01	35	Customer did not request to be transferred to CS and also had couple of issues that she wanted addressed: 1) CDB notes request female CA handle calls (customer frequently encounters males & has to wait for available female CA) and 2) Macro indicating change of agents needs to have GA added to indicate TTY user's turn to type.	09/26/01	AM spoke with this customer and discussed these two issues. I explained how changing agents work and apologized for the wait. And secondly, thanked her for her suggestion on adding 'GA' on the macro.
3084E	09/23/01	24	Customer unsuccessful in using E-kit calling card. CS informed customer that TT#04284570 would be entered and suggested option of calling collect in meantime.	09/23/01	Closed - no phone nbr to call customer. Tech had tested the system and finds no problem with sprint relay. It may be a local problem or the calling card.
6553	09/23/01	21	Customer was upset because CA would not tell her if something in the conversation that was typed in parenthesis was to her or said to someone else. CA typed that Relay no longer has that info.		Explained that the CA was following procedure - once the OB has disconnected, Relay does not have that info. Explained to customer that she does have the right to try to interrupt or ask during call.
3099E	09/26/01	26	VCO reports garbling when she calls into Sprint CRS. Has had Ameriphone VCO phone checked out and no problem found. When she calls CS the answer macro is not garbled. Request contact from AM. Advised customer that TT#04299906 would be entered and apologized for problem.	11/27/01	AM called 10/25 9:30a - no answer. AM called 10/29 4p busy signal. Tech attempted to contact customer 10/1, 10/2, 10/4 - not available.
9749	09/26/01	3	Caller stated that he had asked the agent to ask for specific person. When the phone is answered the agent just typed "F" Hello GA. He felt that the call was not properly announced or that the agent did not keep him properly informed.	10/01/01	Spoke with agent regarding this call, agent states that she did not remember the call, however agent was coached on following the customers directions and keeping the caller informed. Agent was instructed to always inform the customer when she is asking for the requested party. Agent will be monitored by QA Dept to make sure she is following call procedures.
9749	09/26/01	4			
3105E	09/27/01	24	Customer's incoming calls are not connecting properly. When CS asked how he knew they were Relay calls, he said his friend was to call thru Relay and couldn't connect. CS asked for her nbr so she could be called to discuss problem she experienced. Customer stated he did not have her nbr and CS could look it up. (her nbr was not published) CS suggested customer call AM and offered nbr, but he refused. CS told customer they would look into problem.	11/30/01	3 attempts to contact customer. Test calls were done and everything was fine. Tech called several times and left msg but he has not heard back from customer.

# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9172	09/28/01	17	TTY user stated that agent 9084F messed up the long distance call to a government agency and threatened the voice and the tty user. The government agency is aware of the problem and the tty user is very angry and upset. I apologized for the inconvenience and informed the customer that I would forward this information and have this investigated.	10/01/01	Spoke with agent regarding this call, agent did not remember this particular call and stated that she has never threatened a customer. This customer calls repeatedly making complaints that the agents and supervisors are threatening him/her.
9657	09/28/01	17	Customer asked agent if outbound customer hung up. Agent replied by sending macro. The tty customer said "no did they hang up?" Again agent responded by sending same macro. Customer got mad and requested a supervisor because he felt that was rude. I apologized to the customer and assured him that we will speak with the agent and make sure that this does not happen again.	10/02/01	Spoke with the agent regarding this complaint. The agent states that she sent the macro the second time because she thought perhaps the customer didn't receive the text or it was garbled the first time it was sent. The agent followed proper relay procedures, however agent was informed of a more courteous way to handle the situation, simply answer the customers question with a yes or no and GA
9750	09/29/01	5	Customer stated that agent disconnected them. I apologized to the customer and informed them that we would follow up on this incident.	10/02/01	Spoke with agent regarding this complaint. The agent had no recollection of this particular call, however the agent stated that she did receive a series of "ghost calls" on the day in question, and he requested supervisor's assistance. The agent also stated that he would never disconnect calls because he is aware of the consequences. the agent was encouraged to fill out a CA feedback form in the event of tech difficulty so the problem can be fixed.

October, 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9808	10/03/01	3	Customer stated that he was calling long distance and asked the agent to hang up if she reached voice mail. Agent did reach voice mail but did not hang up and typed the voice mail message. Customer told her to disconnect the line again and agent hung up. I apologized to the customer and informed them that the complaint would be followed up on.	10/04/01	Agent says customer disconnected. Agent admits to typing the message because she did not understand or hear the customer say not to type the message. Agent was coached on following the customer's instructions and was also informed of the severity of disconnecting a customer. Agent will be monitored to make sure she is following procedures and not disconnecting calls.
9808	10/03/01	5			
9763	10/03/01	5	Agent didn't respond after I was waiting for agent to answer me. Somehow the phone was disconnected or hung up on me. I would like a call back promptly to tell me why agent hung up. Apologized for the inconvenience and info would be forwarded to the proper dept for a follow up.	11/17/01	Supervisor spent several days trying to call Mr Mason to resolve the complaint. Supervisor explained that a technical issue may have been at work on this call, creating the situation where he was hung up on. Supervisor explained that it may have been do to an ASCII search or locked up keyboard. Supervisor apologized for poor service. Customer accepted apology.
3143E	10/04/01	9	Caller said agent only typed ans mach playing - waiting for opr - instead of typing out content of recording. CS apologized to caller and assured him that complaint would be sent to agent's supe.	10/08/01	Agent states that she did not type the recording because at the beginning of the call the customer requested that she wait for a live opr. To answer. Agent was just waiting like the customer asked. Agents are not required to type the recording if customer ask them to wait for opr or press a specific extension
3145E	10/04/01	21	Customer called in asking if it was true that Sprint CRS was going to have free LD for calls placed thru our service until 10/1/02. Told customer that that is true. Customer complained that agent told him that was not true. CS apologized to customer and reassured them that it was true and thanked them for calling.	10/04/01	Agent says that customer asked if long distance calls using Sprint CRS to call throughout USA was free, and he responded no. Procedure was clarified to the agent. Agent was receptive and understood.



# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3135E	10/04/01	21	Customer called in to report that he dialed 711 and it went to Sprint CRS and it is suppose to go thru MCI CA Relay. I thanked customer for calling and suggested he call the local telephone co to let them know. The LEC must have routed 711 to our 800 nbr instead of MCI's. Informed him the LEC's are the ones who set up 711. He then told me to inform agent of this as she had told him that 711 was suppose to go to Sprint. CS thanked customer for calling, apologized & stated agent would be informed. Customer's LEC is MPower.	10/04/01	Spoke with agent regarding this complaint and agent admitted to informing the customer that 711 should be Sprint then offered to transfer to CS. Agent was informed that she should have only transferred the customer upon his request. Agent was apologetic and understood what she'd done wrong. Agent will be monitored to make sure she is following procedures.
9931	10/09/01	21	Customer was upset because the agent left customer's message without waiting for GA because customer made a mistake and we may decide not to leave the message. I apologized for the inconvenience and stated I will forward it to the proper dept for follow up.	10/09/01	Upon speaking with agent regarding this call, she admitted to redialing and leaving the customer's message prior to the customer's GA. Coached agent on proper procedures for redialing and leaving messages. The agent was able to demonstrate the procedure on a test call, however reinforced the procedure again with the agent and also informed her of the importance of keeping the customer informed.
3171E	10/10/01	6	Customer said this agents spelling was all twisted and bad and to check this agent out. Thanked the customer for calling and apologized and said I would forward this to the agent's sup.	10/11/01	Agent does not remember this call. Agent was informed that misspellings and inaccurate typing confuses the customer. Agent was coached on paying attention to what's being said and to ask for spellings if he is not sure of them. Agent will be blind monitored to make sure he is following procedures
1613	10/15/01	5	Customer was upset because the CA hung up on her. She called and asked for a 800 number to be dialed and before it was dialed out the CA disconnected. Customer was very upset and wanted to know why CA hung up on her. Apologized to the customer and told her that I would fill out a complaint and the CA's sup would follow up with her. Asked if she wanted CS to follow up with her and she declined because she would be out of town.	10/17/01	Agent does not remember this call and notes that it could have been an ascii look up where CA did not receive the number. CA understands all calls must be placed when received and would not disconnect a caller.

# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3199E	10/16/01	21	Customer called in and said that the agent gave confusing info. He mentioned something about the agent telling him that the outbound hung up and the agent said sorry. He wasn't sure why the agent said sorry unless they did something wrong. He doesn't understand why the agent used the word outbound instead of something like your party or something like that. CS rep apologized to customer and told him I would write up the complaint and forward it to the proper center	10/17/01	Agent was able to tell me what transpired on this call. She said this customer was a VCO customer and this customer became upset when the voice person, who was unfamiliar with relay, hung up before the customer could respond. Agent informed customer that the voice party had hung up by typing outbound party disconnected. This is what cause the customer to become confused because he was not sure what outbound meant. I informed the agent that she should have sent the macro that said person hung up GA rather than typing manually to the caller. Agent was coached on the importance of adhering to proper procedures.
3205E	10/17/01	17	Customer was upset because agent 9318M did not notify her that he took over her call. When customer asked for clarification that he should have let her know he repeatedly just said ok. Customer felt agent was being a smart aleck and asked for his sup. Agent transferred customer to CS without customer's consent. Customer was upset about being transferred also. CS rep apologized about the problem and assured her this would be forwarded to the center and customer requested that the AM call her.	12/18/01	12/3 left message with my tty nbr. 12/5 left message with my tty nbr. 12/8 apologized for the inconvenience and she began to complain about foreign accents and does not understand why sprint hires opr who odes not speak English well. Goes on to explain that her hearing friends tell her opr are hard to understand. I explained that we need a specific agent id nbr to be able to identify and address these issues appropriately. she says the hearing people don't report or memorize the id #'s. She says she is tired of this and been using relay 25 years. feels as if she suffers along with other deaf customers.
3204E	10/17/01	6	Customer called to complain about an agent he had on a previous call. He tried to find the id number in his records, but could not find it. He then asked that I just document the complaint and give it to the AM. He said his complaint was that the agent continually misspelled the word continue by typing contunie. CS rep thanked the customer for calling and told him I would email it to the AM	10/17/01	Emailed complaint to AM after thanking customer for calling and apologizing. No agent number provided so no further resolution available.

# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9889	10/17/01	5	Customer states that when he calls his mom (vco user) the agents never get it connected then hang up on him. I asked the caller if his mom is a vco or tty and it was said that she is a vco user. I plugged in on his call that we processed and his mom just answers hello this is.... She does not say GA or vco or any identifying remarks. I told the customer that I would make a note of his complaint.	10/17/01	I assisted agent on this call. The customer did not give any particular agent nbr. I advised the customer that he could let the opr know that his outbound party is a VCO user that would assist the opr in setting up the call without confusion. The customer agreed to do so.
3213E	10/18/01	3	Customer complained that the agent did not retype the ans mach message after instructing the agent to redial and leave a msg. Sup informed that customer that agent did what agent was supposed to do. Customer was upset because how do they know they reached the right ans mach. CS rep explained to the customer that the ans mach do not allow time to TYPE the entire message before they hang up and that procedure allows for the second call with out charge. Customer says he expects the agent to type the entire recording everytime and leave his message. He also says he has been charged for the call backs to ans mach. I told him he needs to bring these to our attention so they can be credited. I also offered to put note in the database instructing agents to type the entire message everytime; he was agreeable to this and it has been done. Customer refused to give last name, he does want the AM to contact him.	12/27/01	Customer does not want Am to contact him.
3213E	10/18/01	18			
10611	10/18/01	30	Customer is fed up with FL agents who are not aware of CRS providing free long distance. Customer is upset since agents threaten to charge her long distance and the agents always asking what long distance company would she like to use.	10/23/01	AM contacted the customer and apologized for the confusion. AM informed her that a TT would be entered since the agents should not have to ask which long distance she would like to use. AM took down the numbers that she was calling from and to to further help the techs look up this info. AM also suggested that her database COC LD sprint should be removed and left blank as another way to prevent Agents from asking these questions.



Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3222E	10/21/01	9	Customer called to let us know that agent 9356 did not relay what the answering machine said, she just typed (answering machine playing) ga. CS rep thanked customer for calling in and let him know that I would type this up and forward it to the appropriate center. CS rep also apologized for the inconvenience he experienced.	10/23/01	Agent states that she did type the recording on the first time but when they redialed a second time she sent the macro ans mach playing. According to agent's description procedure was followed but agent was coached on the importance of keeping the customer informed by always typing everything verbatim. Agent will be monitored by QA dept
3233E	10/23/01	17	Customer states that this agent and sup (Darcy) were very rude to his wife when she called to place an 800 number call. They kept demanding she give them her home number and she became confused and upset. They were both so rude. They have never asked for this info before. CS rep thanked the customer for letting us know. Let him know that we did not know why the agent and sup asked for the home number but that we would turn in the complaint so that it could be investigated further. He was reluctant to leave his name and number when asked also let him know that this info would be kept strictly confidential.	10/26/01	Spoke with sup and he stated that he asked for the calling from number because it did not appear on the screen and calls cannot be processed unless that info is given. Spoke with agent and she too stated that there was no calling from number and the system would not allow her to process the call without that info. Customer got angry and requested a sup. Sup and agent followed proper procedures
10614	10/23/01	21	TTY customer complained that the agent are not relaying correctly what she is saying to the state agency and preventing her from reporting Sprint to these officials. Informed customer that I will investigate the problem and apologize customer for causing inconvenience	10/26/01	Agent does remember processing this call and she informed me that after connecting to a state agency, the caller complained about Sprint overcharging her for long distance. The caller typed a very long message to the voice customer voicing her dissatisfaction with FL opr. She then asked the voice customer to repeat what she had said. The voice customer told the opr that there is nothing she can do about that and that the caller probably needs to contact Sprint long distance. After relaying that the info to the caller, she accused the agent of not relaying her message verbatim. Eventually the voice customer hung up and the (person hung up) macro was sent. Caller became furious and informed the agent that she was going to report her for hanging up her call. Agent alerted a sup. Based on the info the agent followed procedures.

# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10615	10/23/01	21	TTY customer complained that the agent are not relaying correctly what she is saying to the state agency and preventing her from reporting Sprint to these officials. Informed customer that I will investigate the problem and apologize customer for causing inconvenience.	10/26/01	Agent does remember processing this call and she informed me that after connecting to thesenator's office the caller complained about Sprint overcharging her for long distance. Agent relayed the caller's message verbatim and the caller asked the voice customer to repeat everything that the opr had said. The voice customer could not remember everything said so she paraphrased what the caller said. Caller became upset and accused the agent of not relaying her conversation verbatim. Voice customer informed the agent that this had absoulutely nothing to do with her and eventually hung up. Agent sent the person hung up macro and tty user accused the agent of threatening to hang up on her. Agent tried to explain why the voice customer had hung up but it was to no avail. Caller stated that she would report the agent for threatening to hang up her call. Based on the info provided the agent followed proper procedures. Encouraged the agent to notify a sup next time and fill out a feedback form.
10613	10/23/01	30	Customer is upset because the agents are constantly asking for the long distance coc when it it supposed to be free for one year. AM apologized and assured that I would file the complaint and get this addressed. Will fax to the center for follow up. Explained about the free LD and suggested her COC on the database be removed as part of preventing this from happening. Agreed and will let her know if anything happens in near future. Thanked her for calling to let me know of this.	10/25/01	Agent states that she requested the LD carrier because that is what the computer screen prompted her to do. She was unable to complete the call without having the LD carrier info.

# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9682	10/23/01	5	Customer very upset that agents threaten to hang up and got false info. Also agent 9837F told false info 9364F messed up on call, threatened to hang up. "Will blast your office immediately - bomb threat. Apologized for the inconvenience.	11/05/01	Addressed agent regarding this complaint and they did remember handling this particular call. The agents informed me that after they were connected to the outbound voice person, the caller began complaining about Sprint overcharging her for LD calls. She then asks the voice customer to repeat everything that the opr said verbatim. The voice person then becomes confused and paraphrases what the opr relayed. The customer would then accuse the agent of not relaying verbatim. Once the outbound person disconnects and the macro is sent, the caller then accused the agent of hanging up the call. Based on this info provided the agent did follow proper procedures. AM has been contacted regarding this complaint. Bomb threat was also completed to document the threat.
9682	10/23/01	9			
3237E	10/24/01	30	Customer said he is dialing long distance through Sprint CRS and asks agents if he will be charged long distance. And many times they all answer yes and he said this last one was 9653. CS rep thanked the customer and apologized. I explained that this would be forwarded to the call center. Customer's main concerns is that the agents don't seem to know about this offer. He would like the AM to call him back.	11/01/01	Spoke with the agent regarding this complaint, reiterated proper procedures. Agent understood and will be monitored to make sure he is following proper procedures concerning the free long distance calling promotion.
10617	10/25/01	30	This agent asked for LD carrier when the calls should be free.	11/01/01	Agent states that she requested the LD carrier because that is what the computer screen prompted her to do. She was unable to complete the call without having the LD carrier info.
10618	10/25/01	8	Customer upset because this agent asked for LD carrier when it should be free. Agent also wasted time and talked to slow so the voice person got fed up. Told customer this info would be forwarded to specific agent's sup for follow up.	10/27/01	Agent states that she requested the LD carrier because that is what the computer screen prompted her to do. She was unable to complete the call without having the LD carrier info.
10618	10/25/01	30			

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3260E	10/30/01	29	Customer complained to the AM that agents are asking for her COC info when placing a call through Sprint CRS. TT # 04435648. There is no carrier selected in the database so calls should be defaulted to Sprint for the free year long distance promotion being offered by Sprint CRS. AM asked CS rep to open TT and enter the complaint. AM is working directly with customer.	10/31/01	Possibly she used a different ani - using a different phone which may be why this happening. Tech called and tested this # shows no restriction. Called customer 10/31/01 for 1 hour and removed Sprint as LD preference to prevent from happening on second line.
9524	10/30/01	5	Caller stated that they were in the middle of a call talking to an airline rep when they did not receive a response from the agent. I apologized for what happened and informed the caller that I would document the complaint and meet with the agent regarding what happened.	10/30/01	Met with agent and he informed me that he remembers the call and that the originator just disconnected in the middle of the call. The agent then informed the outbound customer that the tty user had disconnected. The agent also stated that he did not know why or how the tty user got disconnected. I coached the agent regarding the procedures to follow when calls need to be disconnected and calling a sup for assistance if there is a problem.
3262E	10/31/01	30	Tty customer states that the agents are continually asking for what long distance I would like when it should be free for one year. Agent said there is no notes present for COC. CS rep notes that it says Sprint is COC in database and free long distance promotion in effect 10/1/01 - 10/1/01. CS rep apologized for problem. Customer requested that the complaint be sent to sup as well as AM.	11/01/01	Both agents stated that they requested the long distance carrier because the computer screen prompted them to do so and was unable to complete the call without that info. *** AM returned her call today at 1:20p. We talked for an hour. I apologized for the inconvenience. I will follow up with the ctr on this issue.. Thanked her for bringing it up to my attention. C Bella
3662	10/31/01	23	Customer states that ever since we began using split screen ASCII he has been having problem. He gets disconnected during his calls and that started with the split screen implementation. He says FL manager has seen it and has submitted 20 to 30 complaints and nothing has happened. He would like someone to contact him thru his email. TT # 04441071 Explained to the customer that this is a tech issue and a TT would have to be done. He says he's already done this but to no avail. Explained that was all I could do at this time.	10/31/01	AM sent email to customer. AM apologized to customer and explained proper settings to prevent problems and steps to connect the call. If any further assistance needed to let her know.
10612					
11053					



# Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10623	10/31/01	21	Customer complained that ca played game and misdiald the nbr. Customer is fed up with sprint opr playing games. Agent tried to charge me on this and that's why she misdiald.	11/08/01	AM returned her call today at 1:20. We talked for an hour. I apologized for the inconvenience. I also reminded her that any calls made on and after 10/1/01 are all free of charge. She should not be concerned about that. However for misdialing. I will have this agent addressed. I will follow up with the ctr on this issue. Thankd her for bringing it up to my attention.
10619	10/31/01	30	Customer left msg with Am today to express that this agent tried to force to give out name of phone company carrier. Opr asked me to wait 3 - 5 min before sup came over. It's supposed to be free LD. AM returned her call today. We talked for an hour. I apologized for the inconvenience and explained possible reasons that the system is prompting agents for that info. Also this customer has 2 lines and I am not able to identify which nbr she called from but I have suggested that we forgot the second line to remove on caller profile to remove LD carrier and leave blank to avoid this. I will follow up with ctr on this issue.	11/09/01	Spoke with agent regarding the above complaint. Agent stated that she requested the LD carrier because the computer screen prompted her to do so, and was unable to complete the call without entering a LD carrier. The onsite tech have discovered a problem with the software when attempting to complete LD call free of charge. The problem is currently being worked on and the agents have been given instructions on how to override the COC prompt and process free LD calls, without requesting the customer's LD carrier.
10620	10/31/01	31	Customer left msg with Am today to express that this agent tried to force to give out name of phone company carrier. Opr asked me to wait 3 - 5 min before sup came over. It's supposed to be free LD. AM returned her call today. We talked for an hour. I apologized for the inconvenience and explained possible reasons that the system is prompting agents for that info. Also this customer has 2 lines and I am not able to identify which nbr she called from but I have suggested that we forgot the second line to remove on caller profile to remove LD carrier and leave blank to avoid this. I will follow up with ctr on this issue.	11/02/01	Spoke with agent regarding the above complaint. Agent stated that she requested the LD carrier because the computer screen prompted her to do so, and was unable to complete the call without entering a LD carrier. The onsite tech have discovered a problem with the software when attempting to complete LD call free of charge. The problem is currently being worked on and the agents have been given instructions on how to override the COC prompt and process free LD calls, without requesting the customer's LD carrier.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11055	10/31/01	9	Customer called state agency today and agent messed up the wrong info that state agency voice person said I can't understand what you say while agent 9131F changed with another new agent 9019F. Who threatened to block my complaint about the first agent who told the wrong info to the voice person. had to explain over again. We talked for an hour today and apologized for the frustration. will have this addressed with both agents. Will follow up at the ctr.	11/12/01	Addressed agent 9131F regarding this complaint. The agent states that she does not remember processing this particular call, however the agent was coached regarding the importance typing verbatim and relaying verbatim. The QA dept will continue to monitor this agent to make sure she is following proper procedures. Spoke to agent 9019F regarding the above complaint. the agent states that she does remember processing this call. She states that she relieved this call and informed both parties that she was doing so. During the call the inbound complained about previous agent. Agent states that she just continued to relay what was being said. informed the agent that she was correct in relaying what was being said, however if the customer was complaining about the previous agent she should have gotten sup assist.
11054	10/31/01	21	Customer complained that the agent misdialed the nbr and obviously she was trying to charge on both nbrs. This happened before. AM apologized for the error from the agent however I assured her that this won't be on her phone bill since we have special promotional for free LD in effect 10/1/01 for full year. I will have this followed up with the agent.	11/12/01	Addressed agent regarding this complaint. The agent admitted to dialing incorrectly. The agent states that after the dialing macro displayed the nbr dialed, she realized that she had misdialed and disconnected to redial the correct nbr. Coached the agent on the proper procedure to follow when dialing the incorrect nbr, how to reverse charges when a customer is charged for LD calls in error. Also advised agent to pay closer attention to what she is dialing before pressing complete. the agent will be monitored to make sure she is following procedures.
10622	10/31/01	30	Customer complained that this agent told her that LD is not free for CA.	11/08/01	AM returned her call today at 1:20. We talked for an hour. I apologized for the inconvenience. I also reminded her that any calls made on and after 10/1/01 are all free of charge. She should not be concerned about that. However for misdialing. I will have this agent addressed. I will follow up with the ctr on this issue. Thanked her for bringing it up to my attention.